

ANNEX 6
ESF-6 - MASS CARE

PRIMARY: SC Department of Social Services

SUPPORT: The American Red Cross; The Salvation Army; SC Department of Health and Human Services; Department of Health and Environmental Control; Lieutenant Governor's Office on Aging, S.C. Assistive Technology Program; Southern Baptist Convention Disaster Relief

I. INTRODUCTION. Mass Care encompasses:

- Sheltering (existing or constructed facilities)
- Feeding (fixed sites, mobile feeding units)
- Bulk distribution of food and supplies
- First aid at mass care facilities and designated sites
- Disaster welfare inquiry

II. PURPOSE

- A. Organize the capability to meet basic human needs (shelter, food, clothing, disaster welfare inquiry, and emergency social services) in disaster situations.
- B. Outline responsibility and policy established for Mass Care operations before, during, and after a disaster.

III. CONCEPT OF OPERATIONS

- A. The Department of Social Services (DSS) is the lead agency designated for coordinating Mass Care operations. DSS is responsible for coordinating all ESF-6 administrative, management, planning, training, preparedness, mitigation, response and recovery activities to include coordinating, and maintaining the ESF-6 SOP.
- B. ESF-6 supporting agencies will assist DSS in the planning and execution of the above.
- C. ESF-6 personnel must be trained on the principles of the National Incident Management System (NIMS) and Incident Command and integrate those principles into ESF-6 planning and response operations.
- D. ESF-6 personnel will be familiar with the National Response Framework and the corresponding FEMA Annex with Federal counterpart concepts, actions and responsibilities. This familiarization will include but not be limited to the structure, organization, functions and responsibilities of the Incident Management Assist Teams (IMAT), Interagency Incident Management Groups (IIMG) and the Joint Field Office (JFO).

- E. ESF-6 will coordinate Mass Care with all supporting and other appropriate agencies/organizations to coordinate interagency/inter-organizational planning and operations.
- F. Each Mass Care member agency/organization will manage its own program(s) and maintain administrative and financial control over its activities.
- G. In coordination with and support of the Counties, ESF-6 will assess the situation (both pre- and post-event), and in coordination with local Emergency Management officials, develop strategies to respond to the emergency.
- H. ESF-6 will determine the need for and support reception center operations with staff during repatriation operations. See Appendix 12 (SC Repatriation Plan) to the SC Emergency Operations Plan.
- I. The American Red Cross (ARC) and the Salvation Army (SA), and other voluntary agencies independently provide mass care to disaster victims as part of a broad program of disaster relief.
- J. Mass care encompasses the following:
 - 1. Sheltering
 - a. The provision of emergency shelter includes the use of pre-disaster designated shelter sites in existing structures, temporary shelters, or the use of similar facilities outside the disaster area.
 - b. The ARC is the primary organization that operates mass care shelters in South Carolina.
 - c. The ARC and/or other organizations may open mass care shelters. However, ARC shelter operations are managed by the ARC trained volunteers and staff.
 - d. See the County EOPs (Mass Care Annex), Appendix 1 (South Carolina Hurricane Plan) to the SCEOP, Appendix 2 (South Carolina Operational Radiological Emergency Response Plan) to the SCEOP, and selected dam site-specific plans for a listing of pre-designated disaster shelters.
 - e. Other facilities may be used for expedient post-event sheltering if the primary facilities are damaged/unsuitable or capacity is inadequate.

- f. Special Medical Needs Shelters (SMNS)
 - (1) The Department of Health and Environmental Control (DHEC) will open and manage Special Medical Needs Shelters (SMNS) in South Carolina.
 - (2) DHEC will contract to use facilities as medical evacuation facilities, staff shelters with medical personnel, and provide liability coverage to SMNS.
 - (3) DSS will register SMNS patients and caregivers, and report shelter status to DSS operations.
- g. The Department of Health and Human Services (DHHS) will assist in staffing the SEOC, and designated ARC and SMNS shelters only.
- h. ESF-6 will coordinate with ESF-17 (Animal/Agriculture Emergency Response) on shelteree and household pets and /or service animal issues, such as animal shelter locations and openings.

2. Feeding

- a. ESF-6 will coordinate Feeding Operations with ESF-11 (Food Services).
- b. The ARC, SA, and other organizations, will manage feeding programs for disaster victims and emergency workers through a combination of fixed sites and mobile feeding units.
- c. Both the American Red Cross (ARC) and the Salvation Army (SA) provide feeding capability through their own resources.
- d. Feeding operations will be based on sound nutritional standards and will attempt to include, when feasible, provisions for meeting dietary requirements for people with special restrictions.
- e. ESF-6 will coordinate with ESF-7 (Finance and Administration), ESF-8 (Health and Medical Services), ESF-11 (Food Services), and ESF-18 (Donated Goods and Volunteer Services) to coordinate meal distribution to Special Medical Needs Shelters.
- f. Disaster Supplemental Nutrition Assistance Program (D-SNAP).
 - (1) Following a Presidential Disaster Declaration, and upon a request from the Governor, the United States Secretary of

Agriculture may direct USDA Food Nutrition Services (FNS) to provide assistance to persons suffering from:

- Damage to home or self-employment property
- Disaster related expenses
- Income source disrupted
- Inaccessible liquid resources
- Food loss (State option)

(2) The Food and Nutrition Service (FNS) coordinates with State, local and voluntary organizations to:

- Provide food for shelters and other mass feeding sites
- Distribute food packages directly to households in need in limited situations
- Issue emergency SNAP benefits

(3) DSS will manage the Disaster Supplemental Nutrition Assistance Program (D-SNAP) under the rules and regulations of the USDA Food and Nutrition Service (FNS).

g. The Lieutenant Governor's Office on Aging will coordinate temporary expansion of the home delivered meals during a Federally declared disaster.

3. Bulk Distribution of Emergency Relief Supplies

- a. ESF-6 will coordinate with the SEOC Logistics Section to determine the appropriate distribution method of emergency relief supplies (to include, but not limited to, non-perishable food, paper products, household cleaning supplies, infant care items and personnel hygiene products) in areas where commercial trade is inoperative or insufficient to meet emergency needs.
- b. These distribution methods may include Points of Distribution (PODs) and/or agency-specific sites/distribution centers in coordination with ESF-18 (Donated Goods and Volunteer Services) .

4. First Aid At Mass Care Facilities And Designated Sites

- a. The ARC and SA will provide limited first aid services to shelterees and workers at their facilities.

- b. This will not supplant required medical services provided by local EMS, or support under Annex 8 (Health and Medical Services) of the SCEOP.

5. Disaster Welfare Inquiry (DWI)

- a. The ARC, SA, and other organizations can facilitate “Disaster Welfare Information” for families separated by disaster.
- b. The ARC uses The Safe and Well Program to re-unite family members.
- c. The ARC, SA, and other organizations will:
 - Release of confidential information in accordance with all relevant Federal, State, and local laws, specifically those concerning privacy and confidentiality.
 - Work cooperatively with other agencies and organizations to assist in family reunification efforts.
 - Provide DWI related information in accessible formats, when available.

- K. State ESF-6 will coordinate with Federal ESF-6 to obtain assistance as required.

IV. ESF ACTIONS

A. Preparedness

- 1. Prepare for disaster exercises by coordinating with support agencies and organizations for their participation.
- 2. Coordinate with ESF-8 (Health and Medical Services) for a regularly updated list of planned Special Medical Needs Shelters.
- 3. Maintain a roster of primary contact ESF personnel.
- 4. Maintain listings of agency staff to notify for response activities including staff that can accommodate populations with special needs.
- 5. Coordinate with ARC, SA, SCEMD, and Counties to ensure an up-to-date shelter list is available.
- 6. Assist and coordinate with ESF-18 (Donated Goods and Volunteer Services) to update and verify mass care agency (public and private) listings that have a mission and capability to provide mass feeding in times of disaster.

7. Participate in State exercises and conduct, at least annually, ESF-6 training to validate this Annex and supporting SOPs.
8. Ensure procedures are in place to document costs for any potential reimbursement.
9. Provide ESF-6 representative to the Recovery Task Force.
10. Assess the accessibility of potential shelter locations, to include both physical access as well as service access.
11. Coordinate with the Emergency Planning Committee for Special Populations on issues related to disaster support for special needs.
12. Ensure advocacy groups/organization have access to shelterees, as appropriate.

B. Response

1. Coordinate for providing prepared meals at mass feeding sites with Situation Unit (Operations Section) and Logistics Section, as well as ESF-11 (Food Services) and 18 (Donated Goods and Volunteer Services), to include the location and activation of distribution sites (PODs) established by responding Emergency Management agencies.
2. Open and close shelters in accordance with public need as assessed by ESF-6, SCEMD, and County Emergency Management agencies. Final decision rests with the ARC for ARC managed shelters and with DHEC for ~~on~~ Special Medical Needs Shelters.
3. Provide the SEOC Operations Section with updated listing of operational shelters occupancy levels and shelter needs.
4. Coordinate with SCEMD, ARC, DHEC, and Counties to update lists of available shelters including Special Medical Needs Shelters (SMNS).
5. Coordinate with ESF-8 (Health and Medical Services) for medical services and behavioral health services in shelters to include assisting in the provision of psychiatric services and psychotropic medication for individuals in shelters or alternative housing.
6. Coordinate with appropriate agencies to ensure each shelter has a working communications system and has contact with the County Emergency Operations Center (EOC) and the managing agency.
7. Provide a list of mass care sites requiring restoration of services to SEOC Operations Section and Logistics Section, as required.

8. Coordinate with ESF-17 (Animal/Agriculture Emergency Response) on issues relating to animal sheltering and/or service animal needs.
9. Identify and provide a Liaison Officer for each EMAC request, to facilitate arrival and onward movement of EMAC support at appropriate staging area.
10. Coordinate the Disaster Supplemental Nutrition Assistance Program (D-SNAP).
11. Coordinate requests for shelter security through ESF-13 (Law Enforcement).
12. Participate in annual Mass Care coordination meetings and/or training events.

C. Recovery

1. Coordinate with the SEOC Logistics Section, and ESFs 11(Food Services) and 18 (Donated Goods and Volunteer Services) to establish or support existing mass feeding sites operated by the American Red Cross, Salvation Army, and other volunteer agencies. The first priority of mass feeding activities will be disaster victims. Emergency workers will be encouraged to utilize established mass feeding sites in lieu of individual site distribution.
2. Coordinate the provision of prepared meals regarding mass feeding sites with ESF-11(Food Services), ESF-18 (Donated Goods and Volunteer Services), and SEOC Logistics Section, established by emergency management agencies.
3. Coordinate with ESF-3 (Public Works and Engineering) for garbage removal and ESF-8 (Health and Medical Services) for sanitation requirements and inspections at mass feeding sites in conjunction with county agencies.
4. Coordinate with responsible agencies for the provision of food and water to mass feeding sites, if needed and on an on-going basis. Multi-agency task force with ESFs 6 (Mass Care), 7 (Finance and Administration), 8 (Health and Medical Services), 11 (Food Services), and 18 (Donated Goods and Volunteer Services) to coordinate feeding in Special Medical Needs Shelters.
5. Anticipate and plan for arrival of and coordination with Federal ESF-6 personnel in the SEOC and Joint Field Office (JFO).
6. Support long-term recovery priorities as identified by the Long-Term Recovery Committee and the Recovery Task Force.

7. ESF-6 will work closely with Federal counterpart to establish a system for making information about disaster victims available to family members outside the disaster areas.
8. Coordinate with the US Postal Service to distribute, collect, and mail “locator cards” at mass care shelters, fixed and mobile feeding sites, points of distribution, and other mass care sites.

D. Mitigation

1. Work to educate citizens on disaster preparedness and disaster mitigation activities.
2. Support and plan for mitigation measures including monitoring and updating mitigation actions in the State Hazard Mitigation Plan.
3. Review, evaluate and comment on proposed State Hazard Mitigation Plan amendments upon initiation and within the review period.
4. Support requests and directives from the Governor and/or FEMA concerning mitigation and/or re-development activities.
5. Document matters that may be needed for inclusion in agency or state/federal briefings, situation reports, and action plans.

V. RESPONSIBILITIES

A. General:

1. The Lead Agency and all Supporting Agencies will identify, train, and assign personnel to maintain contact with and prepare to execute missions in support of ESF-6 during periods of activation.
2. State agencies under ESF-6 will train personnel on EMAC procedures to include; identifying agency resources to sustain emergency operations, pre-scripting anticipated needs on specific EMAC messages, and listing agency resources available for interstate and intrastate mutual aid missions.
3. ESF-6 agencies will participate in annual County Mass Care coordination meetings and/or training events.

B. Department of Social Services (DSS)

1. Preparedness
 - a. Plan for mitigation, preparedness, response, short-term and long-term recovery actions.

- b. Maintain and disseminate current information on Federal and State policies, laws, and regulations relevant to DSS responsibility in Mass Care operations.
- c. Disseminate administrative procedures for specific DSS administered programs designed to meet post-disaster needs to include the Disaster Supplemental Nutrition Assistance Program (D-SNAP).
- d. Develop Mass Care training programs for DSS personnel and participate in ARC shelter operations training at state and county level.
- e. Maintain formal agreements, Statement of Understandings (SOU), Memorandums of Understanding (MOU), and working relationships with supporting Mass Care agencies and organizations as required.
- f. Participate in periodic Mass Care drills and exercises.
- g. Evaluate and coordinate necessary revisions to Mass Care plans with Mass Care member agencies/ organizations.
- h. Provide guidance and consultation to local government in developing and maintaining a local Mass Care capability and capacity (to include county visits).

2. Response

- a. Provide DSS staff to support shelter operations, as required.
- b. Communicate with all Mass Care agencies and organizations to compile and exchange information concerning the extent of the disaster and the status of response operations. Provide such information to the SEOC Operations Section.
- c. Provide a State Mass Care Coordinator to the SEOC upon request of the SCEMD.
- d. Coordinate with Mass Care organizations to ensure operational coordination in disaster response of mass care services and support to local government.
- e. Provide augmentation to ESF-15 (Public Information).
- f. Provide information on the human-need situation (major problems and needs) to the Department of Health and Human Services, Region IV, the USDA Food and Consumer Service, and the

Federal ESF-6 (ARC) representative in FEMA Region IV, as required.

- g. Collect, compile, and maintain all essential information, generate reports and records concerning Mass Care disaster response.

3. Recovery

- a. Continue to coordinate with Mass Care agencies and organizations.
- b. Continue to keep the public informed of available mass care State and Federal assistance programs.
- c. Administer recovery programs; e.g., Disaster Supplemental Nutrition Assistance Program (D-SNAP).
- d. Coordinate with all Mass Care agencies/organizations and support agencies to ensure all State assets have been exhausted prior to requesting Federal assistance.

C. American Red Cross

1. Preparedness

- a. Plan for disaster mitigation, preparedness, response, short term, and long-term recovery actions in coordination with government agencies based on hazard analysis and history of disaster (see Attachment A).
- b. Recruit and train disaster volunteer workers and State employees in ARC shelter staff operations.
- c. Conduct Community Disaster and Mitigation Education programs to provide communities with information to help them prepare for disasters.
- d. Conduct shelter surveys with school districts and other entities.
- e. Identify, coordinate, and obtain written agreements for shelters in each of the 46 South Carolina counties.
- f. Coordinate specific assessment of the accessibility features.
- g. Test validity of disaster response plans and procedures through internal and inter-agency disaster response exercises.
- h. Evaluate and coordinate necessary revisions to Mass Care plans with government agencies.

2. Response

- a. Establish an ARC headquarters in or near the affected area for coordination of services.
- b. Assign an American Red Cross liaison to ESF-6 at the State Emergency Operations Center.
- c. Conduct community disaster needs assessments.
- d. Establish and manage general population mass care shelters (facilities) and provide first aid coverage.
- e. Provide list of operational shelters to ESF-6 during disasters.
- f. Work cooperatively with ESF-6 to provide shelter status information as necessary.
- g. Provide meals at fixed sites and through mobile feeding units.
- h. Provide special dietary needs and culturally appropriate foods when available and feasible.
- i. Assist in securing additional first aid supplies for ARC facilities.
- j. Provide services to help family members to reconnect following a disaster.

3. Recovery

- a. Provide assistance based on disaster-caused need, not loss.
- b. Depending upon an evaluation of need and resources available, provide (may):
 - Food, clothing, and other emergency needs
 - Temporary housing assistance until other resources are available to meet the need
 - Bulk supplies for temporary minor repair of owner-occupied homes to make them habitable
 - Basic items essential to family living
 - Essential medical and nursing care items and/or assistance/referral for those injured or made ill because of the disaster, or whose condition is aggravated by the disaster

- Assistance in providing information about federal and other resources available for additional assistance to disaster victims
 - Representatives or information at Disaster Recovery Centers (DRC) to inform applicants of available ARC assistance
- c. Manage its own logistics system of procurement, warehouses, relief facilities, transportation, and communication networks.

D. The Salvation Army

1. Preparedness

- a. Review and validate The Salvation Army North & South Carolina Divisional Disaster Plan.
- b. Test validity of disaster response plans and procedures through internal and inter-agency disaster response exercises.

2. Response

- a. Activate the Divisional Incident Management Team (IMT).
- b. Assign a Salvation Army Liaison to the State Emergency Operations Center.
- c. Establish a Command Post in the affected area to coordinate Salvation Army activities/personnel/equipment.
- d. Initiate Salvation Army mass services.
- e. Deploy teams to provide emotional and spiritual care.

3. Recovery

- a. As required and/or requested, assign Salvation Army representation in Disaster Recovery Centers (DRC) to provide assistance to disaster survivors.
- b. Provide information and referral services to disaster survivors.
- c. Contingent upon available resources, implement a program for distribution of items needed by survivors including but not be limited to food & commodities, clothing, furniture, bedding and household items.

- d. In accordance with the Salvation Army Memorandum of Understanding, provide additional support within available resources & capabilities (See Attachment B - Salvation Army Memorandum of Understanding).
- E. Department of Health and Human Services
 - 1. Review emergency procedures to prepare to activate State Emergency Response Team members to the SEOC.
 - 2. Provide support staff to ARC and special medical needs shelters.
 - 3. Provide support in DRCs to assist disaster victims with applying for State and Federal assistance programs.
 - 4. Assist in providing information and referral services for disaster victims.
- F. Department of Health and Environmental Control
 - 1. Coordinate personnel, sanitation and food inspection, health care, crisis counseling and water quality services to support Mass Care operations.
 - 2. Identify, staff (including nurses), and manage Special Medical Needs Shelters.
 - 3. Update SMNS status information in WebEOC.
 - 4. Provide nurses, within capabilities, to ARC shelters.
 - 5. Participate in annual County Mass Care coordination meetings and/or training events.
- G. Lieutenant Governor's Office on Aging
 - 1. Review emergency procedures to prepare to activate State Emergency Response Team members to the SEOC.
 - 2. Assist in the identification of affected elderly population during disasters or emergencies.
 - 3. Assign a liaison from the Lieutenant Governor's Office on Aging to ESF-6 at the State Emergency Operations Center.
 - 4. Perform initial Assessment of Need to include reestablishing Aging operations, coordinating with other disaster response agencies, coordinating delivery of non-perishable meals, and coordinating volunteer activities.
 - 5. Offer services to the elderly population as needed.

6. Coordinate temporary expansion of the home delivered meals during a federally-declared disaster.
7. Provide support in disaster recovery centers to assist the elderly with applying for State and Federal Assistance programs.
8. Assist in providing information and referral services for disaster victims, to include the elderly.

H. S.C. Assistive Technology Program

1. Assists in shelter operations by providing:
 - An equipment loan and demonstration program
 - an on-line equipment exchange program
 - training
 - technical assistance
 - publications
 - an interactive CDROM (SC Curriculum Access through AT)
 - an information listserver
2. Works with various State committees that affect AT acquisition and IT accessibility.

VI. FEDERAL ASSISTANCE

- A. This Annex is supported by the National Response Framework, ESF-6, Mass Care, Emergency Assistance, Housing, and Human Services.
- B. When fully operational, representatives from ESF-6 will assist in staffing the Joint Field Office (JFO).
- C. Once established, Federal ESF-6 executes four functions:
 1. Mass Care
 - Sheltering
 - Feeding operations
 - Emergency first aid
 - Bulk distribution of emergency items
 - Collecting and providing information on victims to family members.

2. Emergency Assistance

- Support to evacuations (including registration and tracking of evacuees)
- Reunification of families
- Provision of aid and services to special needs populations
- Evacuation, sheltering, and other emergency services for household pets and service animals
- Support to specialized shelters
- Support to medical shelters
- Nonconventional shelter management
- Coordination of donated goods and services
- Coordination of voluntary agency assistance

3. Housing

- Housing options such as rental assistance, repair, loan assistance, replacement, factory-built housing, semi-permanent and permanent construction
- Referrals
- Identification and provision of accessible housing
- Access to other sources of housing assistance

4. Human Services

- Implementation of disaster assistance programs to help disaster victims recover from non-housing losses, including programs to replace destroyed personal property, and help to obtain disaster loans
- Food stamps
- Crisis counseling
- Disaster unemployment
- Disaster legal services
- Support and services for special needs populations
- Other Federal and State benefits

C. Federal ESF-6 is responsible for assisting in providing for the safety and well being of household pets and service animals. In South Carolina, State ESF-17 (Animal/Agriculture Emergency Response) is responsible for this activity.

Consequently, State ESF-17 will assume the lead role in coordinating with Federal ESF-6 regarding the safety and well being of household pets and service animals. State ESF-6 will support and coordinate with State ESF-17 as required.

ATTACHMENTS

- A - Statement of Understanding between The American Red Cross and the State of South Carolina
- B - Memorandum of Understanding between The Salvation Army (A Georgia Corporation) and the South Carolina Emergency Management Division

ATTACHMENT A
STATEMENT OF UNDERSTANDING BETWEEN THE AMERICAN RED CROSS AND
THE STATE OF SOUTH CAROLINA

MEMORANDUM OF UNDERSTANDING

BETWEEN

THE AMERICAN NATIONAL RED CROSS

AND

STATE OF SOUTH CAROLINA

I. PURPOSE

The purpose of this Memorandum of Understanding ("MOU") is to define a working relationship between The American National Red Cross (hereinafter "American Red Cross" or "Red Cross") and The State Of South Carolina, and its agencies (hereinafter "State" or "South Carolina"), in preparing for and responding to certain disaster situations. This MOU provides the broad framework for cooperation between the Red Cross and the State of South Carolina in rendering assistance and service to victims of disaster, as well as other services for which cooperation may be mutually beneficial.

II. INDEPENDENCE OF OPERATIONS

Each party to this Memorandum of Understanding will maintain its own identity in providing service. Each organization is separately responsible for establishing its own policies and procedures and financing its own activities.

III. DISASTERS COVERED BY THIS MOU

The Red Cross provides disaster services pursuant to its Bylaws and other internal policies and procedures as well as its Congressional Charter, codified at Title 36, Sections 300101-300111, of the United States Code. In the Charter, Congress authorized the Red Cross "to carry out a system of national and international relief in time of peace, and apply that system in mitigating the suffering caused by pestilence, famine, fire, floods, and other great national calamities, and to devise and carry out measures for preventing those calamities."

The Red Cross's role was reaffirmed in the 1974 Disaster Relief Act (Public Law 93- 288), the 1988 Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 100-707), and the The Disaster Mitigation Act of 2000 (Public Law 106-390). The Federal law governing disaster relief, found in Title 42, Chapter 68 of the United States Code, defines "emergencies" and "major disasters" as follows:

"Emergency" means any occasion or instance for which, in the determination of the President, Federal assistance is needed to supplement State and local efforts and capabilities to save lives and to

protect property and public health and safety, or to lessen or avert the threat of a catastrophe in any part of the United States.

"Major disaster" means any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought), or, regardless of cause, any fire, flood, or explosion, in any part of the United States, which in the determination of the President causes damage of sufficient severity and magnitude to warrant major disaster assistance under this chapter to supplement the efforts and available resources of States, local governments, and disaster relief organizations in alleviating the damage, loss, hardship, or suffering caused thereby.

On a local level, the Red Cross responds to all kinds of disasters, whether or not they are the subject of a presidential declaration. The disasters to which the Red Cross responds include any threatening event of such destructive magnitude and force as to dislocate people, separate family members, damage or destroy homes, or injure or kill people. A disaster produces a range and level of immediate suffering and basic human needs that cannot be promptly or adequately addressed by the affected people and impedes them from initiating and proceeding with their recovery efforts.

Some disasters are natural disasters, such as floods, tornados, hurricanes, typhoons, winter storms, tsunamis, hailstorms, thunderstorms, wildfires, windstorms, epidemics, and earthquakes. Human-caused disasters, which may be intentional or unintentional, include residential fires, building collapses, transportation accidents, hazardous materials releases, explosions, and domestic acts of terrorism. All of these are within the Red Cross mission.

IV. ORGANIZATION OF THE AMERICAN RED CROSS

The National Headquarters of the Red Cross is located in Washington, D.C. National Headquarters is responsible for implementing policies and procedures that govern Red Cross activities and providing administrative and technical supervision and guidance to the chartered units, which include chapters and blood services regions. Each chapter has certain authority and responsibility for carrying out Red Cross disaster preparedness and response activities, delivering local Red Cross services, and meeting corporate obligations within the territorial jurisdiction assigned to it. Each chapter is familiar with the hazards of the locality and surveys local resources for personnel, equipment, supplies, transportation, emergency communications, and facilities available for disaster relief. The chapter also formulates cooperative plans and procedures with local government agencies and private organizations for relief activities should a disaster occur. In carrying out their disaster preparedness and response activities, each chapter coordinates with one of eight Regional Service Areas that provide immediate technical and logistical support to chapters within their jurisdictions.

Through its nationwide organization, the Red Cross coordinates its total resources for use in large disasters. Services are provided to those in need regardless of citizenship, race, religion, age, sex, or political affiliation. In providing disaster services, the Red Cross follows the Fundamental Principles of the International Red Cross and Red Crescent Movement.

V. AMERICAN RED CROSS DISASTER RELIEF ASSISTANCE ACTIVITIES

Red Cross emergency assistance is designed to minimize the immediate suffering caused by a disaster by providing food, clothing, shelter, first aid, and other assistance to address basic human needs. Red Cross emergency assistance may be provided either as mass care, individual assistance, or a combination of the two, depending on the victims' needs. Mass care is provided through any combination of three integrated elements: (1) individual or congregate temporary shelters; (2) fixed or mobile feeding operations, and (3) distribution of relief supplies. Individual assistance is provided to individuals and families through the purchase of needed items and/or services or referrals to other agencies and organizations that offer assistance to disaster victims at no charge. The Red Cross also provides blood and blood products, and processes welfare information requests. In addition to emergency assistance, the Red Cross participates in community recovery programs after major disasters.

Red Cross disaster response activities vary depending upon the nature and scope of the required response, as follows:

Mass Casualty Incidents

Mass casualty incidents are usually the result of transportation accidents, fires in high-occupancy structures, industrial accidents or similar disasters. In mass casualty disasters, the Red Cross closely coordinates with the authorities at the scene (including firefighters, police, and government agencies) and representatives of the owner/operator. Depending on the nature and scope of the disaster, the needs of the victims and workers, and the response of the owner/operator, the Red Cross may engage in a number of activities to assist victims, survivors, families of victims or survivors, emergency workers or others. These services include but are not limited to shelter, food, basic first aid, and mental health services.

Aviation Disasters

Red Cross has a special role in major aviation disasters. Under the provisions of the Aviation Disaster Family Assistance Act of 1996 (PL 104-264), airlines, the National Transportation Safety Board ("NTSB"), and a "designated independent nonprofit organization" were given specific responsibilities with regard to coordinating the emotional care and support of the families of passengers involved in aviation disasters. The NTSB, as part of its Federal Family

Assistance Plan for Aviation Disasters, has designated the American Red Cross as the organization responsible for Family Care and Mental Health, and the American Red Cross has accepted this role and has specially trained staff on call on its "Critical Response Team" ("CRT") who initiate support within hours of a request from the NTSB for services.

Hazardous Material Situations

When an actual or potential hazardous material situation results in an evacuation, the Red Cross provides emergency mass care until families can return home. If public authorities deem it necessary for families to relocate permanently, the Red Cross works with other community organizations to provide temporary mass care or casework assistance.

The American Red Cross does not provide disaster assistance where government officials or agencies require building evacuation as a result of chronic deferred maintenance, code violations, radon contamination or fire hazards.

Nuclear Facility or Transportation Accidents

In the event of an evacuation due to a nuclear power plant accident or transportation accident involving radioactive materials, the Red Cross provides mass care services for the evacuees and emergency workers. The Red Cross coordinates with public health authorities with respect to health concerns and the possible need for decontamination, but the Red Cross does not engage in decontamination activities. If the Red Cross is operating evacuation shelters, evacuees and workers must undergo any necessary decontamination before they are admitted to the shelter.

Civil Disorders

Situations involving civil disorder, such as riots, or hostage incidents are not within the usual scope of the Red Cross disaster relief activities.

Nevertheless, when basic human needs are not being met as a result of civil disorder, the Red Cross may participate in community actions to supplement the efforts of civil authorities by providing mass care and other services upon request of appropriate government authorities if Red Cross resources are available. The Red Cross will provide services only in a safe and secure area.

Catastrophic Incidents

A catastrophic incident, as defined by the National Response Plan, is any natural or manmade incident, including terrorism, that results in extraordinary levels of mass casualties, damage or disruption, and severely affects the population, infrastructure, environment, economy, national morale and/or government functions. A catastrophic incident results in sustained national effects over a prolonged period. In a catastrophic incident, the Red Cross will work closely

with appropriate state and local government and non-government partners to provide mass care, including shelter, feeding, first aid, and other assistance to address basic human needs in a safe environment.

Repatriation of US Citizens and Dependents

During the emergency repatriation of US citizens and dependents evacuated from foreign countries during national emergencies, the American Red Cross will, at designated ports of entry, cooperate with federal, state, local and voluntary agencies involved with their reception, temporary care, and onward transportation to provide shelter, feeding and basic first aid among other services.

Other Events or Situations

In the event of other unforeseen events or situations in which human suffering is involved, the Red Cross will coordinate with appropriate government and non-government partners to provide mass care, including shelter, feeding, first aid, and other assistance to address basic human needs, as resources are available to assist.

VI. ROLE OF THE STATE OF SOUTH CAROLINA IN DISASTER RESPONSE

The South Carolina Emergency Operations Plan is developed for use by state government officials to ensure appropriate response to emergencies and serves as the baseline for all emergency operations. The plan outlines policies and general procedures that provide a common basis for joint state, local, and service organization operations during any disaster. State assistance is provided upon request when emergency or disaster needs exceed the capability of county and municipal governments. State assistance is organized by Emergency Support Function, which is a functional rather than organizational approach to emergency management. However, specific state agencies are tasked to provide oversight for each Emergency Support Function. Federal assistance is supplemental to that of state and local governments and is available upon approval of a request by the Governor to the appropriate federal agency or to the President.

State of South Carolina Authorities

The South Carolina Emergency Management Division, Office of the Adjutant General, is authorized by SECTION IV, S1., The Constitution of South Carolina, Title 9, Sections 25-1-420 through 25-1-460, Code of Laws of South Carolina, 1976, to carry out the Governor's emergency powers and responsibilities to prevent, minimize and repair injury and damage resulting from a disaster of any origin.

VII. COOPERATIVE ACTIONS

The Red Cross and the State of South Carolina will coordinate in rendering their respective disaster relief activities in the following manner:

1. Maintain close liaison at all levels of both the Red Cross and the State of South Carolina by conferences, meetings, telephone, facsimile, e-mail, and other means. Share current data regarding disasters, disaster declarations, and changes in applicable legislation. Include a representative of the other party in appropriate committees and task forces formed to mitigate, prepare for, respond to, and recover from disasters and other emergencies.
2. Keep each other informed of disaster and emergency situations, the human needs created by the event, and the actions they have taken regarding service delivery to clients.
3. The American Red Cross will, as appropriate at the request of the State of South Carolina, provide liaison personnel to the State of South Carolina Emergency Operations Center and any district Emergency Operations Centers during a disaster. The State of South Carolina will provide space and other required support, such as computer, e-mail access and a designated phone line for the Red Cross liaison personnel assigned to the Emergency Operations Center.
4. The Disaster Service Volunteer Leave Act (A361, R401, S283) authorizes state employees who are volunteers of the American Red Cross to take up to 10 days paid leave to respond to disasters. The State will fully support the provisions of this law and the release of personnel, consistent with the operating needs of its agencies. The State, upon request of the American Red Cross, will assist in identifying specific categories of state employees (e.g., bilingual, mental health professionals, logisticians) who might be of assistance to the American Red Cross in fulfilling its disaster responsibilities.
5. During the time of a disaster, keep the public informed of their and the cooperative efforts through the public information offices of the Red Cross and the State of South Carolina.
6. The State will support the Red Cross in conducting special appeals and campaigns for funds during times of disaster.
7. Allocate the responsibility for joint expenses only in writing and only in advance of any commitment.
8. Advocate for programs and public policy positions designed to mitigate disaster damage and loss of life when appropriate.

9. In the discharge of their responsibilities, the State of South Carolina and the American Red Cross recognize the responsibilities of the other in disasters and to the extent possible will coordinate their activities and assist the other in the performance of their duties to ensure effective assistance to those affected by disaster, and will encourage mutual participation and coordination of services to the community.
10. Actively seek to determine other areas/services within the Red Cross and the State of South Carolina where cooperation and support will be mutually beneficial.
11. Use or display the name, emblem, or trademarks of the Red Cross or the State of South Carolina only in the case of defined projects and only with prior express written consent of the other organization.
12. Make available to each other training, educational, or other developmental opportunities available to the other party's personnel and explore joint training and exercises, and will encourage all staff and volunteers to engage in training and exercises, as appropriate.
13. Explore opportunities for collaboration to provide Community Disaster Education ("CDE") within the State of South Carolina. Cooperative efforts could include distributing CDE materials to targeted populations within the community, preparing volunteers as CDE presenters, or jointly developing and implementing CDE plans.
14. The State of South Carolina and the American Red Cross may allow the use of each other's facilities, as available and if agreed upon in writing, for the purpose of preparedness training, meetings and response and recovery activities.
15. Widely distribute this MOU within the Red Cross and the State of South Carolina departments and administrative offices and urge full cooperation.

VIII. PERIODIC REVIEW

The parties will on an annual basis, on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU and revise and develop new plans or goals as appropriate.

IX. TERM AND TERMINATION

This MOU is effective as of _____, 2007. It expires on _____ [DATE NO LATER THAN FIVE YEARS AFTER EFFECTIVE DATE]. Six months prior to expiration the parties will meet to review the progress and success of the cooperative effort. In connection with such review, the parties may decide to extend this MOU for an additional period not exceeding five (5) years, and if so shall confirm this in a signed writing. In no event shall any extension of this MOU be for a period exceeding five (5) years.


This MOU may be terminated by written notification from either party to the other at any time and for any reason or for no reason.

X. MISCELLANEOUS

This MOU does not create a partnership or a joint venture. Neither party has the authority to bind the other to any obligation. It is not intended that this MOU be enforceable as a matter of law in any court or dispute resolution forum. The sole remedy for non-performance under this MOU shall be termination, with no damages or penalty.

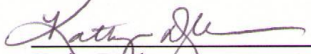
Signature page follows.

STATE OF SOUTH CAROLINA



 Mark Sanford
 Governor
 State of South Carolina

1/24/08
 Date

AMERICAN NATIONAL RED CROSS


 Kathy Doyle
 Service Area Executive
 Mid-Atlantic Service Area
 American Red Cross

12/10/07
 Date


 Ronald C. Osborne, Director
 Emergency Management Division
 State of South Carolina

12/02/2007
 Date

ATTACHMENT B

MEMORANDUM OF UNDERSTANDING BETWEEN THE SALVATION ARMY AND THE
SOUTH CAROLINA EMERGENCY MANAGEMENT DIVISIONMEMORANDUM OF UNDERSTANDING BETWEEN THE SALVATION
ARMY, A GEORGIA CORPORATION, NORTH & SOUTH CAROLINA
DIVISION (SA) AND THE SOUTH CAROLINA EMERGENCY MANAGEMENT
DIVISION (SCEMD)

I. PURPOSE

This memorandum of understanding describes the respective roles, responsibilities and relationship between The Salvation Army (A Georgia Corporation) North and South Carolina Division Salvation Army (SA) and the South Carolina Emergency Management Division (SCEMD). Through collaboration, the resources of The Salvation Army and the State of South Carolina, or its local political subdivisions, are used for the relief of people affected by natural disasters of other emergencies.

II. BACKGROUND

A. The Salvation Army

The Salvation Army is a religious, and charitable non-profit organization that has provided emergency services to individuals and groups in time of disaster for over 100 years. The Salvation Army's legal authority to provide disaster services was affirmed in Federal law in Section 5152 of the Robert T. Stafford Emergency Assistance and Disaster Relief Act. However, as an independent organization, The Salvation Army does not require local, state, or federal government authorization to initiate its disaster response (See Memorandum of Understanding (MOU) between The Salvation Army and Federal Emergency Management Agency (FEMA), January 2001).

The National Commander of The Salvation Army in the United States is located at the National Headquarters 615 Slaters Lane, Alexandria, Virginia. The Salvation Army divides the United States in four administrative regions called territories, and further into 40 smaller regions called divisions.

The divisional headquarters in Charlotte, NC is responsible for organizing, directing and coordinating welfare and emergency functions in the two states of North Carolina and South Carolina. Local corps and service units report directly to divisional headquarters. These units administer a variety of Salvation Army community service programs and are responsible for initiating local disaster response. The State of South Carolina is in The Salvation Army's Southern Territory and is managed by The Salvation Army North & South Carolina Division, 501 Archdale Drive, Charlotte, North Carolina.

Emergency services available in the different locations may vary, depending on available equipment and facilities, and all services may not be provided simultaneously. Depending on need, priority, availability of services by other similar organizations, and in consultation with agencies responsible for disaster coordination, The Salvation Army responds and deploys its personnel and equipment to its facilities accordingly.

The Salvation Army has immediately available in many localities, housing and feeding facilities, mobile kitchen unit canteens and various support vehicles. Its personnel are experienced in disaster operations and qualified to recruit, organize, and direct volunteers for carrying out emergency disaster relief. It may serve as a collection and distribution agency for food, clothing and other supplies.

B. South Carolina Emergency Management Division (SCEMD)

The South Carolina Emergency Management Division, in striving to broaden the coordination of agencies involved in a disaster response, specifically in the area dealing with the needs of people affected by disaster, recognizes the quantity of resources that exists through government, volunteer, and private agencies that could be used in an efficient manner responding to a disaster.

In recognizing The Salvation Army's potential for their planning and capability to respond to disasters, the South Carolina Emergency Management Division will pursue maximum coordination and cooperation with respective Salvation Army representatives in order to develop a viable capability to provide for the welfare of people affected by disaster in South Carolina.

III. SERVICES

A. South Carolina Emergency Management Division (SCEMD)

1. Planning

- a. Preparedness activities, programs and systems are those that exist prior to an emergency and are used to support and enhance response to an emergency or disaster. Planning, training and exercising are among the activities conducted under this phase.
- b. Response involves activities and programs designed to address the immediate and short-term effects of the onset of an emergency or disaster. It helps to reduce additional

casualties and damage and to speed recovery. Response activities include warning, direction and control, evacuation, and other similar operations.

- c. Recovery involves returning systems to pre-disaster conditions. Short-term recovery actions are taken to assess damage and return vital life-support systems to minimum operating standards; long-term recovery actions may be continued for years.
 - d. Mitigation activities are those that are designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident.
- 2. Coordinating execution of the various annexes of the South Carolina Emergency Operations Plan (SCEOP) to the maximum extent with the emergency activities of local governments, state government, private agencies and organizations and the federal government.
 - 3. Operating the State Emergency Operations Center (SEOC).
 - 4. Maintaining surveillance of potentially threatening conditions to and in South Carolina, and direct appropriate warning and response actions.
 - 5. Establishing procedures for the maintenance and distribution of the SCEOP, on a current basis.
 - 6. Encouraging mutual aid agreements with federal agencies, other states, and private industry and relief organizations and between local governments.
 - 7. Providing technical and planning assistance to state agencies and local governments upon request.
 - 8. Providing periodic exercises to test and evaluate state and local plans to maintain a high standard of preparedness.
 - 9. Establishing an appropriate level of operational readiness.
 - 10. Initiating any and all other actions deemed necessary for effective implementation of the SCEOP.

11. Advising the Governor, state agencies, local government officials, and necessary federal agencies of severity and magnitude of the emergency/disaster situation.
12. Maintaining a file of all Emergency Support Function (ESF) Standard Operating Procedures (SOPs).
13. Maintaining, updating and distributing all changes to the SCEOP, with annual review.

B. The Salvation Army - The Salvation Army's emergency disaster services program includes, but is not limited to:

1. Mass care services in the following areas:
 - a. the use and supervision of Salvation Army facilities for emergency shelter purposes;
 - b. supervision of emergency shelters in non-Salvation Army facilities;
 - c. fixed feeding sites at Salvation Army and non-Army facilities; and
 - d. mobile feeding kitchens providing the capacity to prepare and serve hot, nutritious meals at disaster or emergency sites and in neighborhoods to survivors, emergency and law-enforcement personnel.
2. Establishment and operation of receiving and distribution centers to receive, sort, manage, and distribute designated in-kind donations given to The Salvation Army for the purpose of disaster relief and recovery.
3. Coordinating volunteer teams to assist families with the re-establishment of their homes by assisting with the removal of debris, cleaning, and restoration efforts.
4. Provision of a wide-range of disaster social services and emergency assistance to disaster survivors by social workers and trained volunteers to include: supplemental financial assistance, food, clothing, medications, and advocacy services.
5. Development and distribution of disaster preparedness literature to individuals, families, households and community organizations.

6. Establishment of support programs including childcare centers, educational and after school programs, recreation, leisure activities, counseling for families and individuals, and other support programs. These programs allow adults to focus on rebuilding efforts with the assurance that children are receiving quality care in a safe environment.
7. Provision of disaster case-management services where disaster recovery and reconstruction efforts are viewed in terms of months and years. The purpose of case-management services is to assist families and individuals with practical, emotional, and spiritual support in a prolonged recovery event. Such services will assist the family in accessing governmental, public, and private resources to assist in their recovery.
8. Availability of trained and ordained Salvation Army officers (clergy) to provide professional, emotional, and spiritual support to survivors and disaster response personnel.
9. Participation and leadership to state, regional and local Volunteer Organizations Active in Disaster (VOAD) groups and support of the VOAD mission of cooperation, coordination, communication, and collaboration in emergency management.
10. In response to a major disaster or emergency situation impacting South Carolina, The Salvation Army will activate its Divisional Disaster Plan and coordinate its activities through its Divisional Emergency Response Team (DERT) and subsequent Incident Management Team (IMT). The Salvation Army will work in cooperation with FEMA, State, and local entities.
11. The Salvation Army will coordinate with SCEMD to keep the SEOC advised of actions taken and will maintain liaison through its ESF-6 representative, thereby ensuring the State Coordinating Officer (SCO) is informed to insure effective assistance to those affected.

IV. COORDINATION OF EFFORTS - RESPONSIBILITIES

In order to provide the best possible assistance to people and communities affected by a disaster, SCEMD and The Salvation Army agree to take steps to coordinate efforts in the following areas:

a. Mitigation

The Salvation Army will work closely with SCEMD to advocate and promote mitigation awareness and action. The focus of this effort will be to emphasize the importance and benefits of mitigation. Both organizations will promote public and private partnerships to support mitigation projects and promote mitigation as a fundamental element of community daily living.

b. Preparedness, Training and Exercises

1. Pre-disaster relationships with State and Local Governments

SCEMD and The Salvation Army will maintain regular communications to ensure that The Salvation Army is appropriately involved in disaster planning, mitigation, preparedness, and response activities. The Salvation Army will be invited to participate in interagency training and exercise programs, and The Salvation Army will support state disaster conferences, committees, and other emergency preparedness events.

2. Community Disaster Education

SCEMD and The Salvation Army will work cooperatively in the dissemination of materials to educate the public on how to avoid, mitigate, prepare for, and cope with disasters. When SCEMD and The Salvation Army jointly develop materials, each organization will endeavor to make the materials available to their respective constituencies. Each organization will obtain prior written approval for the use of the other organization's name, emblem, or logo on educational materials before such materials are disseminated to the public.

3. Training and Exercises

SCEMD and The Salvation Army will cooperate in sharing information about disaster training classes and exercise opportunities.

4. Emergency Operations Plan

SCEMD and The Salvation Army will provide each other with copies of their general emergency operations plans and other disaster materials as appropriate. In the development of new plans, SCEMD and The Salvation Army will work together to ensure that each organization's services and resources are appropriately acknowledged in future documents.

c. Response

1. Coordination of Disaster Operations

SCEMD and The Salvation Army agree to work cooperatively during a disaster response operation by sharing information and, where possible, deploying equipment, personnel, and other resources in mutual support of one another. SCEMD will include The Salvation Army in its emergency activation protocols and will notify The Salvation Army when a disaster or other emergency event has occurred. The Salvation Army will keep SCEMD fully informed of its disaster response activities and its working relationships with local governments, other voluntary agencies, and community-based organizations. The Salvation Army will designate a liaison officer to SCEMD, who will report to the state emergency operations center upon activation in order to enhance coordination and the exchange of information between the two agencies. SCEMD will provide, within the ESF breakout room, adequate desk space and telephone service for The Salvation Army's representative. Upon request, The Salvation Army shall assign additional liaisons to other local, state and federal disaster facilities.

2. Exchange of Operational Information

Both organizations agree to share general operational information in the disaster response and recovery periods. From SCEMD, this information may include the following: notification that a disaster or other emergency event has occurred; notification that the state emergency operations center has been activated; notification that a state of emergency or federal disaster declaration has been issued; damage assessment information; and situational reports. From The Salvation Army, this information may include: the locations of its key disaster relief facilities, such as client assistance centers, feeding units, shelters, and warehouses; the location and availability of additional personnel and equipment resources; the status of Salvation Army disaster relief programs; and statistical data.

3. Issuance of Public Information

In disaster operations, the SCEMD Public Information Officer (PIO) and The Salvation Army PIO will maintain close ties and share all disaster related media releases produced by the two organizations. SCEMD will inform The Salvation Army of the

establishment of a Joint Information Center (JIC) and invite The Salvation Army to participate in the JIC operation, as appropriate and feasible. Recognizing that the provision of Salvation Army disaster assistance is dependent upon voluntary contributions to finance such services, SCEMD will strive to recognize The Salvation Army disaster services in public information releases. In reciprocity, The Salvation Army, in its public information releases, will strive to recognize governmental disaster assistance programs.

4. Mass Care

As a major provider of mass care services during natural, man-made, or technological disasters, including precautionary evacuations and nuclear accidents, The Salvation Army will participate and coordinate with SCEMD and FEMA in situations where a Presidential Declaration of an emergency or major disaster is being considered or has been made. Within the United States, The Salvation Army will assist in the provision of shelters and provide mass feeding through fixed feeding sites and mobile kitchens and other appropriate support. (See MOU Between The Salvation Army and FEMA, January 2001).

d. Recovery

SCEMD and The Salvation Army will work cooperatively with other disaster recovery organizations including State and local governments, voluntary organizations, and community-based organizations in the coordination of potential recovery assistance to those affected by disasters.

V. SUMMARY

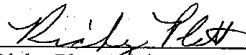
This memorandum affirms the determination of The Salvation Army and SCEMD to reduce human suffering and loss due to all types of disasters. While it is the intent of the parties to cooperate in accord with this memorandum, neither party will be liable to the other, or to any third party, for failure to comply in any way with the provision and agreements contained in this document.

VI. EFFECTIVE DATE

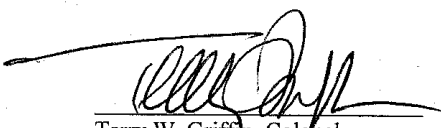
This memorandum becomes effective on the date shown below, upon receiving the signatures of both the Director of the South Carolina Emergency Management Division and the Vice President of The Salvation Army, a Georgia Corporation. Both parties have the authority to amend provisions of this memorandum upon mutual consent.

SIGNATORY PAGE

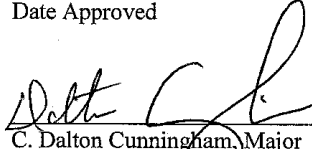
SIGNATORY:


Ricky Platt, Director, South Carolina
Emergency Management Division

12-11-09
Date Approved


Terry W. Griffin, Colonel
Chief Secretary and Vice
President
The Salvation Army
(A Georgia Corporation)

12-11-09
Date Approved


C. Dalton Cunningham, Major
Divisional Commander
North and South Carolina
Division of The Salvation Army
(A Georgia Corporation)

12-11-09
Date Approved